BREAK THE SHACKLES

OUTDO COMPETITION

RESOLVE COMPLEXITY

REDUCE COSTS

MANAGE RISKS
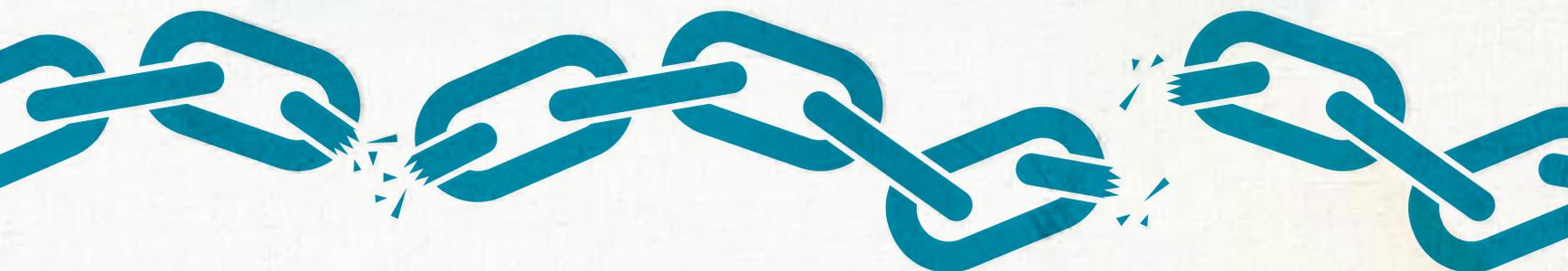
DON'T LET THESE HOLD YOU BACK.

WIPRO
Applying Thought

WIPRO
Applying Thought

ServiceNXT™

A NEXT GENERATION MANAGED SERVICES OFFERING

RESILIENT | COST-EFFICIENT | BUSINESS-ALIGNED

BREAKTHROUGH FRAMEWORK FOR IT OPERATIONS

CIOs have the need to assure that business objectives are met despite underlying IT complexities and to create a future-ready IT operations delivery that is more responsive to business needs.

ServiceNXT™ is the framework to move you to a more resilient, business aligned and cost efficient IT operations delivery.

ServiceNXT™ optimizes IT operations in the Applications, Infrastructure, Cloud and Security domains.

Be it integrating with the IT operations delivered by diverse vendors, or improving quality of service ServiceNXT™ can

provide an end-to-end solution that includes transition, operating and transforming an IT portfolio.
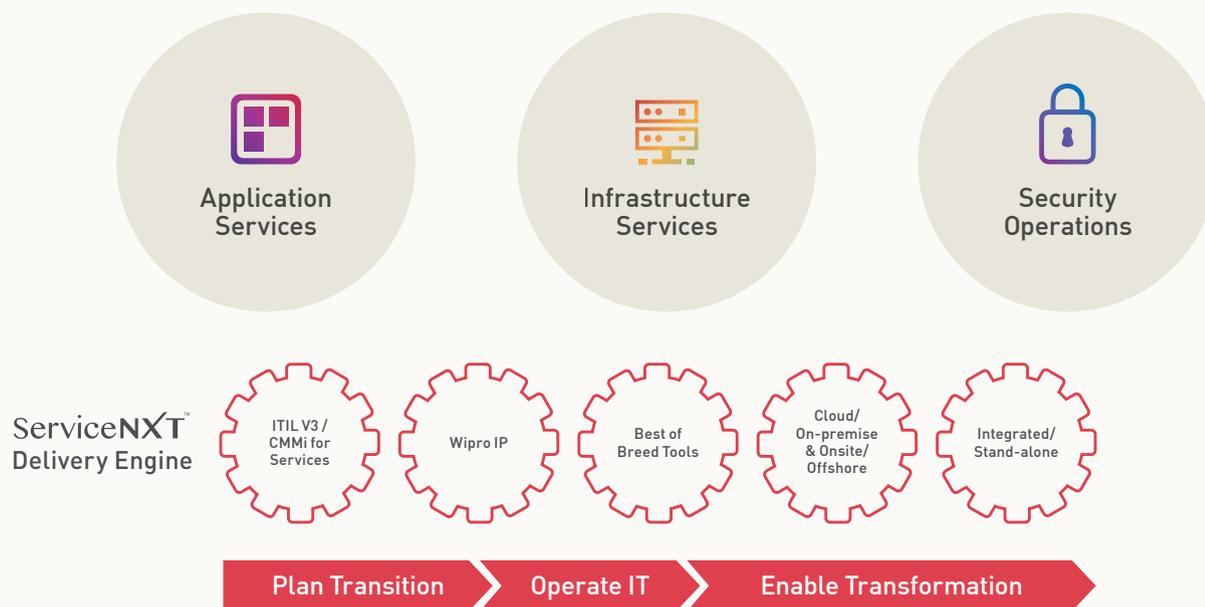
To align with your hosting choices, ServiceNXT™ can be deployed through a combination of on-premise, onsite, offshore or on cloud models.

ServiceNXT™ focuses on standardization and automation by leveraging Wipro's IP and best-in-class industry standard tools.

ServiceNXT™ is a framework that has distilled Wipro's experience in Managed Services gained over a number of years.

A NEXT GENERATION MANAGED SERVICES OFFERING FROM WIPRO

ServiceNXT™

Application Services

Infrastructure Services

Security Operations

ServiceNXT™ Delivery Engine

ITIL V3 / CMMi for Services

Wipro IP

Best of Breed Tools

Cloud/ On-premise & Onsite/ Offshore

Integrated/ Stand-alone

Plan Transition — Operate IT — Enable Transformation

WHAT YOU GAIN
WITH ServiceNXT™

A RESILIENT PORTFOLIO

59%

of Fortune 500 companies experience a minimum of
1.6 hours of unplanned downtime per week*

$46 Million

Average annual cost of downtime per company

Resilience is the ability to recover from disruptions, while at the
same time, minimizing the chances for a disruptive event.
ServiceNXT™ incorporates methods and tools to evaluate and
improve the resilience of IT Operations. It focuses on improving:

- Service Reliability
- Service Availability
- Service Recovery

*Dunn & Bradstreet (D&B)

CASE STUDY

For a leading mail and document management firm, Wipro provides a comprehensive set of services including service desks, networks, databases, security, 24x7 critical support, mainframe service, distributed computing, product and engineering support. In all, Wipro supports over 100,000 IT devices and 520 applications and has improved resilience through initiatives such as consolidating data centers in over 80 locations to six.

2/3rd Share of Run IT spend

The only way that IT can deliver on innovation and take advantage of new technologies is to shrink the non-discretionary portion of IT spend. To decrease "Run" costs, while maintaining and improving service levels, Wipro has perfected a delivery framework which runs on the four core principles of

- Eliminate
- Automate
- Lean Out
- Analyze & Optimize

This has led to significant savings for our customers.

CASE STUDY

We delivered 33% cost savings to a global healthcare major by deploying our core optimization principles providing additional benefits to enhance their already mature offshore practices and efficiencies. The first call resolution improved to 70% and the overall volume of tickets reduced by 25%.

BUSINESS-ALIGNED IT OPERATIONS

The enterprise that is likely to succeed is the one where the IT investments and business value walk hand in hand.*

Traditionally, IT metrics have been the yardstick for measuring performance of an IT organization. However, with IT becoming a competitive differentiator, it must be measured on business parameters. This implies a shift to measuring service performance through business KPIs and business process level SLAs (BLAs). Governance, whether it is for new investment or for the run operation, needs a well-defined metrics program that consolidates and interprets IT operations metrics.

ServiceNXT™ enables the measurement of business KPIs and IT operations service performance on a real-time and periodic basis, to ensure that decisions are made at the right levels at the right time.

*Wipro survey of 268 executives
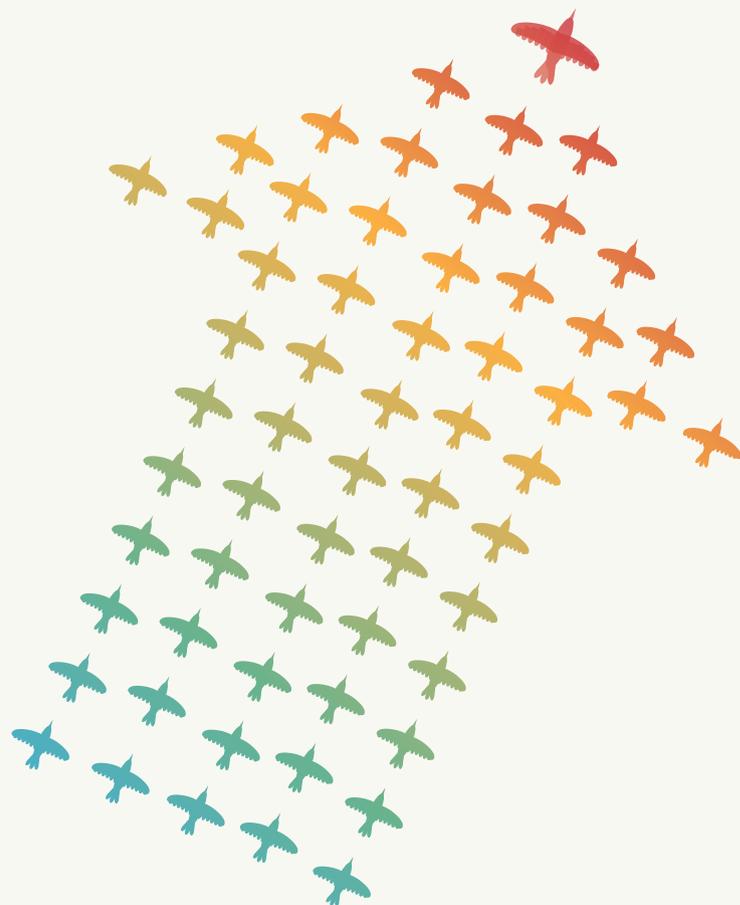
CASE STUDY

For a leading analog electronics manufacturer, Wipro provides application services against a set of BLAs relating to the Order and Shipment Process. The entire IT process supporting the business process is measured for availability. Five end-to-end measures (BLAs) are tracked and reported in a dashboard.

- Quote to Customer
- Order Management
- Shipping
- Receipts
- Month-end Closure

TROUBLE ORCHESTRATING SERVICE GOVERNANCE?

Firms have oscillated between vendor consolidation and unbundling of contracts over the years, in trying to find that golden mean that provides vendors the scale to optimize while de-risking the enterprise from being over-dependent on a few vendors. Vendor specialization and differentiation over the years resulted in firms having to necessarily adopt a multi-vendor approach that brought in needless complexity due to divergent contracting imperatives.

As enterprise buyers continue to deal with large portfolios serviced through multiple service providers with fragmented relationships, several challenges emerge:

- Having a single view of service performance provided to business

- Driving accountability across all providers by measuring their service performance

- Driving Service Assurance through standardization of processes, tools and technologies

- Aligning several contracts to a set of common business objectives

In such a scenario, it becomes essential to have a Service Integration and Management (SIAM) strategy. Wipro's ServiceNXT™ offers a comprehensive SIAM framework.

By establishing standard processes, tools and contract mechanisms, the ServiceNXT™ SIAM framework allowed for the near plug-and-play removal and addition of different service providers while minimizing cost of governance.

CASE STUDY

Wipro partnered with a Global Biopharmaceutical Company to define, enable and implement the Service Integration and Management (SIAM) function to help move the client to a multi-sourced ecosystem.

This initiative resulted in:

- 17% reduction in high severity incidents globally

- 56% reduction in repeat incidents
- 23% reduction in ageing calls month on month

Wipro developed a new service delivery model, including an integrated process ecosystem and tools architecture; and established governance through the use of a balanced score card, and defined services through a standard business and technical service catalogue.

ServiceNXT™
SERVICE COMPONENTS

APPLICATIONS MANAGEMENT

INFRASTRUCTURE MANAGEMENT

SECURITY OPERATIONS

CLOUD OPERATIONS
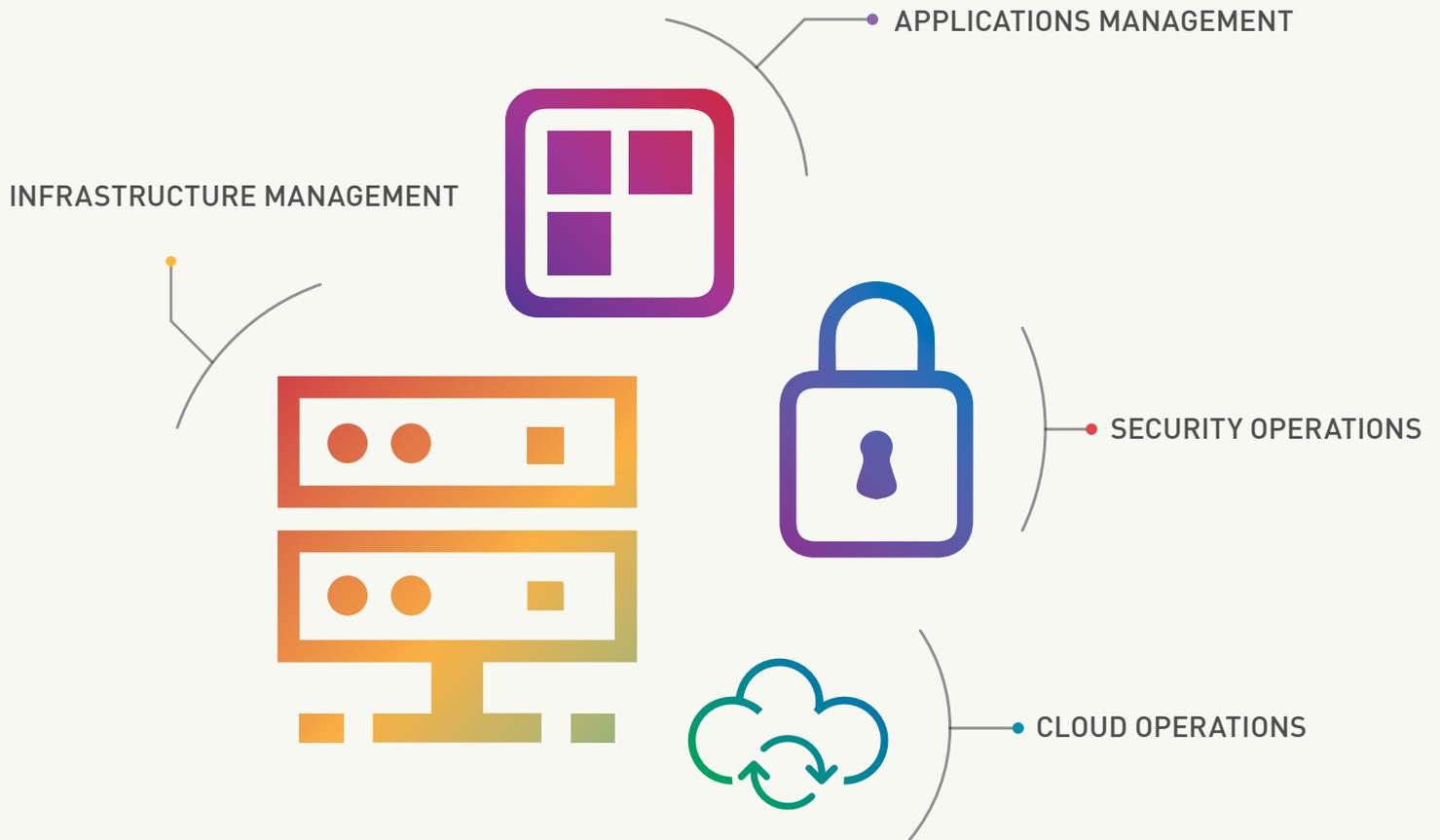
APPLICATIONS MANAGEMENT

ServiceNXT™ Application Management Services provides end-to-end services including due diligence, portfolio analysis, transition, BAU and continuous improvement for a wide range of bespoke and packaged applications.

- COTS (Commercial off-the-shelf – SAP, Oracle Business Suite)
- Mainframe and other Legacy Technologies
- Web Applications
- Business Intelligence and Analytics
- Enterprise Business Integration
- Mobile Technologies
- Application Security

INFRASTRUCTURE MANAGEMENT

ServiceNXT™ Infrastructure Management Services optimizes end-to-end management of enterprise IT infrastructure across data centers, networks, mainframes and end-user computing.

- Remote Infrastructure Management
- On Premise Services
- Infrastructure on Cloud
  - Public
  - Private
  - Hybrid
- Infrastructure Security
- Datacenter Management
- End-user Computing
- Network Management

CLOUD OPERATIONS

ServiceNXT™ Cloud Operations provides the ideal platform to provision, configure, secure, monitor and manage your applications and infrastructure across traditional data centers, virtualized environments, on/off-premise private clouds, public clouds or hybrid clouds.

- Infrastructure as a Service (IaaS)
- Public, Private and Hybrid Cloud Management
- Service Management and Assurance
- Provision Management
- Decommission Management
- Data Protection
- DR Management
- Cloud Security Management

SECURITY OPERATIONS

ServiceNXT™ Managed Security Services leverages industry best practices to improve the security posture by leveraging a wide gamut of security services such as Unified Threat Management, Security Operations, Security Monitoring, Compliance Reporting & Management, Identity and Access Management operations, Managed Authentication services and Managed PKI Operations.

- Threat and Vulnerability Management
- Security Operations
- Security Event Monitoring and Incident Response
- Identity and Access Management (IDAM)
- Managed Authentication Services
- Risk Management
- Managed Enterprise Data Obfuscation (EDO)
- Enterprise Public Key Infrastructure (PKI) management
- Data Loss Prevention (DLP)

DO BUSINESS BETTER

CONSULTING | SYSTEM INTEGRATION | BUSINESS PROCESS SERVICES

ABOUT WIPRO LTD.

Wipro Ltd. (NYSE:WIT) is a leading Information Technology, Consulting and Business Process Services company that delivers solutions to enable its clients do business better. Wipro delivers winning business outcomes through its deep industry experience and a 360 degree view of "Business through Technology" - helping clients create successful and adaptive businesses. A company recognized globally for its comprehensive portfolio of services, a practitioner's approach to delivering innovation, and an organization wide commitment to sustainability, Wipro has a workforce of over 140,000 serving clients in 175+ cities across 6 continents.

For more information, please visit us at www.wipro.com/servicenxt or write to us at service.nxt@wipro.com